

ATTORNEY DOCKET NO.  
062891.0665

PATENT APPLICATION  
10/016,862



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of: Shmuel Shaffer et al.  
Serial No.: 10/016,862  
Filing Date: December 13, 2001  
Title: Method and System for Automatic Call Distribution Based on Network Resource Availability and Agent Skills

**Mail Stop: Amendments**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**"EXPRESS MAIL"**

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*Willie Jiles*  
\_\_\_\_\_  
Willie Jiles

Date: February 28, 2005

**INFORMATION DISCLOSURE STATEMENT**

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98, that the documents listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Furthermore, pursuant to 37 C.F.R. §§ 1.97(g) and (h), Applicants make no representation that these documents qualify as prior art or that these documents are material to patentability of the present application or that a search has been made.

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**REMARKS**

Applicants believe that this Information Disclosure Statement has been filed before the mailing date of an Office Action on the merits. Pursuant to 37 C.F.R. § 1.97(b), Applicants believe that no fee is due. The Commissioner is authorized to charge any fee or credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.

Attorneys for Applicants

A handwritten signature in black ink, appearing to read "Thomas J. Frame". The signature is fluid and cursive, with a long horizontal stroke at the end.

Thomas J. Frame  
Registration No 47,232

Date: February 28, 2005

Correspondence Address:

**Customer Number: 05073**



PTO-1449

Application No.  
10/016,862Applicant(s)  
Shmuel Shaffer et al.**Information Disclosure Citation  
In an Application**Docket Number  
062891.0665

Group Art Unit

Filing Date  
December 13, 2001**U.S. PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	6,665,537	12/16/2003	Lioy	455	435	01/21/1999
	B						
	C						
	D						
	E						
	F						
	G						
	H						
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	R						
	S						
	T						
	U						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO

**NON-PATENT DOCUMENTS**

		DOCUMENT (Including Author, Title, Source, Pertinent Pages, and Date)
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EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE